

## Administrative Vendor - Performance Report December 2006

<b>Access for Infants and Mothers Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.9%	1,420 out of 1,421 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	<b>99%</b>	99.5%	1,019 out of 1,024 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	<b>3%</b>	0%	1 blocked out of 13,367 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	<b>3%</b>	1.9%	239 abandoned calls out of 13,367 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	88%	10,254 calls answered in 25 seconds out of 11,709 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	<b>100%</b>	100%	34 returned in 2 days out of 34 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report November 2006

<b>Access for Infants and Mothers Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications received.	<b>98%</b>	100 %	358 applications with correct eligibility determinations out of 358 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.